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ABSTRACT

Four papers on administrative libraries were presented at the 1986 International Federation of Library Associations (IFLA) conference. "Special Libraries and Their Activities in Japan" (Masaya Takayama, Japan) discusses statistical investigation into the conditions of Japanese special libraries, information needs and uses, the present situation and problems in providing services, and the future image of special libraries in Japan. In "Libraries in Peru--Their Approaches to Service, Automation, and Information Retrieval" (Bruce D. Bonta, United States) examines the conditions of librarianship in Peru in terms of library collections, use, and services; automation developments; and information retrieval. "The Present Situation regarding Administrative Libraries in Japan and Their Future--How To Promote Their Development as We Move to the 21st Century" (Yoshifusa Wakabayashi, Japan) discusses information circumstances surrounding administrative libraries, the uniqueness of Japan's governmental libraries network, the necessity of organizational reform, the library as an information center and its personnel, a system for mutual utilization by government agencies, and bibliographic information control. Finally, "Administrative Libraries in India--Scenario by the End of the 20th Century (O. S. Sachdeva and M. K. Jain, India) examines the current services provided by administrative libraries in India and future plans for the development of a computerized bibliographic network. (KM)

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Special Libraries and Their Activities in Japan

by

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1. Statistical Data and Statistical Investigation into the Actual Conditions of Japanese Special Libraries.

1.1 The present conditions.

The basic statistical data on special libraries in Japan is published by the Japanese Special Libraries Association every three years as a statistical survey report with the "Directory of Information Sources in Japan". Since the Japan Library Association and Ministry of Education do not have any statistical data concerning special libraries in Japan, Unesco depends on this statistical data published with the "Directory of Information Sources in Japan".

The most recent edition of the "Directory of Information Sources in Japan"[1] was published in 1985. According to this edition, the present conditions of the 2150 Japanese special libraries listed in that directory are as follows. Special libraries are distributed among the following host organizations: Business corporations, local governments, research laboratories of universities, learned societies and ministries of government.

The statistical information concerning the staff of special library indicates the number of assistant workers in addition to full-time employees. The average number of personnel in each library staff is indicated to be 12.6 in the business corporation field, 7.9 in the local government field, 9.4 in the university and academic institution field, 6.5 in the learned society field, and 6.0 in the ministries of government. That means the group which has the most employees per library is the business corporation field, and the group which has the least employees is the foreign government agency field which averages only 5.8 employees per library. On the average Japanese special libraries are operated by about 8 library staff members. The library in the average business corporation is composed of 5 full-time employees and

more than 7 part-time employees. Those five full-time employees can be divided into two groups; three employees devoting themselves to library work and two employees taking concurrent managerial posts or clearical jobs. Moreover, the three employees who devote themselves to library work are not always librarians. This is due to a situation in which most of them have not graduated from library school, but have simply completed some courses in librarianship, or have engaged in on-the-job training as librarians. However, most of them have a bachelor's degree with some subject knowledge in the field.

A typical special library belonging to a business corporation has a budget of about ¥18 million per year for collection development. While other groups expend their funds as follows ---- around ¥11.5 million by the ministries of the central government, about ¥30 million by the universities and academic institutes, and about ¥9 million by foreign governmental agencies. Excluding the special libraries of foreign governmental agencies, about 40 to 50 percent of the budget is expended for serials, and about 30 percent is expended for monographs. Most special libraries in the science and technology or business and management fields expend more than half of their collection development budget for materials issued in foreign countries, especially materials in English.

The collection size of Japanese special libraries depends on the types of collection. In the area of monographs, the average statistical values as follows; about 13,000 volumes at business corporation libraries, 28,000 at central government libraries, 43,000 at public corporation libraries, and 92,000 university and academic institution libraries. The average statistical values of serial subscriptions are as follows; about 230 titles at a business corporation libraries, 420 titles at

central government libraries, 940 titles at university and academic institution libraries, 110 titles at local government libraries and 150 titles at foreign government libraries. The fact that the collection size of central government libraries seems relatively large when compared with the budgetary allotments for collection is due to the fact that central government special libraries acquire many monographs and serials as gifts. In the area of newspaper subscriptions, a special library generally subscribes to 22 newspapers on the average. This number is generally composed of about 18 Japanese newspapers and about 4 newspapers from foreign coutries.

On-line retrieval services are mainly used by business corporations, universities and academic institutions libraries. About 60 percent of Japanese special libraries are using JOIS, 50 percent are using DIALOG, 25 percent are using PATOLIS and about 20 percent are using NEEDS-IR. The number of special libraries which are producing in house data-bases are more than 200.

2. Information Needs and Uses for Special Libraries in Japan.

2.1 Outlook in the business field.

The Ministry of International Trade and Industry surveyed around 1100 big business concerning the needs for information services in each company in 1973.[2)] As a result of this survey, it was made clear that there were many complaints concerning information supplied.

(1) Location of information:

* Catalogs of the materials which are issued by the company are not provided
* Company information gathering networks are incomplete.
* Companies do not have suitable clearing houses or libraries

for identifying the location of information outside the company.

(2) Information gathering:

* Excessive time is expended for the gathering relevant information.
* Since information required is often confidential, relevant information is unavailable.
* Companies do not have able staff for information gathering.

(3) Contents of information:

* Information offered is too general.
* The volume of relevant information is not sufficient.
* Available information is not up-to-date.
* Available information is unreliable and non-objective.

(4) Processing (especially analysis and value added) of information:

* Needed analyzing technologies of information have not yet been developed.
* There is an insufficient number of staff members skilled in information analysis, producing value added information.
* The information needs of users are not reflected by the department of information management.

(5) Information services provided:

* Information provided is too general to be utilize for specific information needs.
* Volume of information is insufficient.
* Processing level of information is insufficient.

2.2 Real conditions of information and document acquisition of users.

According to Takayama's report[3], 79.5 percent of total information acquired by business corporations is based on the documents. This can be broken down into documents in public use (51.7 percent) and documents in classified use (27.8 percent), this last figure being a total of 9.9 percent internal documents, and 17.9 percent external

documents. This means that information acquistion which is not based on the documents is only 20.5 percent . Around 59.3 percent of total document acquisitions are through special libraries. This means 40.7 percent of total document acquisitions are not through special libraries. Most cases of document acquisitions through special libraries are carried out by the information users through the special library of the organization in which they work. On the other hand, only 4.5 percent of total document acquisitions are carried out by a librarian, and only 4.1 percent of total document acquisitions are performed by libraries of external organizations. Consequently, it is clear that the clients and patrons of special libraries in the private sector in Japan are using documents as the most important sources of information. In spite of this fact, the clients and patrons of special libraries neither regard special library storage centers as being useful as information sources nor special librarians as information professionals. Moreover, the documents being used as information sources are almost always newspaper and journal articles.

2.3 The analysis of information needs of the ten major electronic equipments manufacturers in Japan:

Around two hundred users of special technical libraries who were working at ten major electoronic equipment manufacturers were surveyed[4] concerning the objectives of information use, want-to-know areas, sources of information, and so on. The results of this survey are as follows :

(1) The relation between the objectives of information use and the want to know areas. The objectives of information use were classified into the following groups: Research and development,

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quality control, technical management, design, management strategy, sales engineering and others. Want-to-know areas were classified as: Technology in general, technical management, trends of competitors and industry, trends of market, and social and economic circumstances.

Concerning want-to-know areas, the problems of technology are the main concern of the clients and patrons. Next are the problems of market trends and, consequently, trends of competitors, industry, and technical management. Finally interest in social and economic circumstances are the least concern.

Concerning the objectives of information assimilation and use, a similar pattern appears in public and classified information use, research and development, design, quality control, and technical management. In the case of the objectives of management strategy, good technology, social and economic circumstances, and trends of competitors and industries have about equal weight. This is in contrast to the relatively heavy emphasis on general market trends and light emphasis on technical management. In the case of sales engineering, they have a growing interests in the general trends of the market.

(2) The relation between the objectives of information use and sources of information.

All material available as sources of information are classified into four groups: public documents (including documents published in and out of the organizations), classified documents published in the organizations, classified documents published out of the organizations and information sources not based on documents. Excluding quality control, in every example of the objectives of information use the weight of using information sources are decreasing in the following order: public documents, informaiton sources not based on documents,

classified external documents and finally classified internal documents. The information sources not based on documents are regarded as the most important in the care of quality control.

(3) The relation between the want-to-know areas and the sources of information.

When a user wants to know the general problems of technology, journal and periodical articles are regarded as the most important source of information. However, in the case of want-to-know areas, the trends of competitors and industry, general market trends, and social and economic circumstances, newspaper articles are the main source of information. The public documents which have high frequency use as information sources are journal articles, news, technical reports, governmental publications, statistical reports, patent documents and so on.

2.4 Databases as sources of information.

According to Shinozaki's report,[5] there were 456 databases avilable in Japan in 1982. However, the number of databases which were made in Japan was 122. At the same time, 577 databases were made in the U.S. and 264 databases were made in the western European countries. That means the number of databases available outside Japan was more than twice as many as the number of databases made in Japan.

The effect on special libraries of the diffusion of on-line database services, especially user direct retrieval services, is that the services which had been offered through special libraries up to now are provided more easily and more quickly for users. In such a situation, special libraries are compelled to provide value-added services to justify their existence. We will study how to provide the value-added services in the following Chapter 4.

3. Present situation and problems in the providing the services by Japanese special libraries.

3.1 The kinds of services provided.

According to the investigation in 1984 by the Japan Special Libraries Association,[1] all Japanese special libraries provide traditional reading, circulating and reference services. Moreover, 58.2 percent of all special libraries provide introduction to new acquisitions, 23.6 percent - contents sheet services, 11.7 percent - catalogs of special subjects, 11.2 percent - indexes of journal articles, and 5.9 percent - abstracts of various kinds of materials.

In the area of library cooperation, most Japanese special libraries provide only limited access to outsiders. On the other hand, most of them maintain close link cooperation with such public use special libraries as the Japan Information Center for Science and Technology (JICST), Japan Patent Information Center (JAPATIC), Japan External Trade Organization (JETRO), Small Business Information Center and so on. About 30 percent of all Japanese special libraries maintain contact with other special libraries through special library cooperations. Also, about 36 percent of all special libraries have contact with the National Diet Library, and about 35 percent with university and academic libraries. The percentage of special libraries which have contact with public libraries is only about 18 percent, because the holdings of Japanese public libraries are mainly made up of popular collections.

Several on-line information retrieval systems are used by Japanese special libraries. There are mainly JOIS(JICST on-line informaiton system), DIALOG, PATOLIS(Patent), and NEEDS-IR(News and journal articles for business).

3.2 The reaction of users of special libraries.

The reaction of users as the Japanese special libraries which

provide the various services mentioned above, has been basically, one of dissatisfaction. This was indicated by the report published by the Ministry of International Trade and Industry in 1973. (see 2.1). The users' dissatisfaction for library services at the special business libraries, made clear by the analysis presented in Ideno's report[6] of a survey she made in 1982, fell into the following areas:

(1) Office automation and new media technology produce such a large volume of information and data, it is difficult to sift out the superior quality information needed for decision makers.

(2) There are no systems and organizations which can provide the superior quality, relevant information required by users.

(3) Systems and skills aimed at providing relevant information in response to users' objectives, have not developed yet.

(4) The collection held at each organizations' library is not a large enough information sources to provide sufficient relevant information for user requirements.

(5) The information obtained from publicly published documents and materials is too general for user requirements.

(6) The most valuable information is rarely published soon enough to be any help to special library users.

4. The future image of special libraries in Japan.

In order to improve the quality of information services at special libraries (e.g. providing relevant information and increasing the processing level of information) those information services must change mainly form data and document providing services to intelligence services. An organization which provides ingelligence services is not usually called a special library, but an information analysis center. However, according to Weisman,[7] the information analysis center has

some similarities to a special library. On the other hand, the services of an information analysis center (listed below) include services not provided by special libraries.

1. Advise and consultation
2. Answer to questions
3. Seminar and Meetings
4. Investigations
5. State of the art reports
6. Reviews
7. Publishing and Editing

In figure Ghymn, Kyung Il has displayed[8] the structure of an intelligence system. The following is an example of information processing activities used to provide intelligence services is Japanese manufacturing companies. This chart shows the processes of integrating information and increasing the value of information according to user requirement. In this case, the information analysis center provided the information for the decision makers of that company so that they could decide whether or not the company should enter a new market via an innovation.

If special libraries can evolve into information analysis centers, or if special libraries can provide "value added" information services for user requirement as mentioned above. They should be regarded as important and indispensable organization by patrons.

4.2 The problems to be resolved by the special library.

To evolve from a special library into an information analysis center or to provide information analysis services and intelligence services is not easy. There are some problems to be resolved and o overcome. The main problems are as follows:

(1) To employ information professionals who have enough knowledge both of subject matter and library proceedures skill to analyze and synthesize information.

(2) The placing of trust by users and patrons in special libraries whose cost and expenditures are paid by providing valuable and value added information.

(3) The managing and control by special librarians of various kinds of competitive information services in the organization.

In Japanese society office automation and new media technology have progressed rapidly. Every organization which has or supports a special library is beginning to reexamine methods of managing their information. In such a situation, special libraries have to demonstrate the need for this existence. This author is convinced that an important demonstration of this justification for existence is the providing of value added and vital information services for the organization by special libraries. This can be affected though the consept of information resources management which includes and synthesizes the elements of information analysis, record management, archive maintenance, office automation and data processing in addition to normal library functions.

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Libraries in Peru: Their Approaches to Service, Automation, and Information Retrieval

by

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K E Y W O R D (S):

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Introduction

Peru is a fascinating country on the western side of South America with a natural setting that ranges from one of the world's driest deserts along the Pacific coast up to the spectacular heights of the Andes Mountains in the center and down to the great Amazonian forests in the east. This is a land of amazing contrasts, as Peruvians themselves will frequently say. But when they speak of their country in terms of contrasts, Peruvians are referring not only to the incredible physical geography but also to the extremes of wealth and poverty, the differences between city and rural, and the mixing of cultural traditions from the Hispanic and Indigenous peoples.

To a visiting librarian from the United States, the concept of a nation of contrasts would also include many aspects of Peruvian librarianship--contrasts, that is, from the practices familiar in the U.S. Especially noticeable to this visitor to Peruvian libraries were interesting differences in their approaches to public services, their development of automation, and their information retrieval practices. These differences, of course, are based on the differing social, cultural, and informational conditions in the two societies, and they are shared here with the hope that what has proved to be so interesting and challenging for the author to learn will likewise prove, in some measure, of benefit to a wider audience. The observations that follow which may be more broadly applicable to the Latin American region will be so indicated.

A brief explanation about my reason for visiting Peru will help to establish a background for this paper. During the period February through May 1985 the University Libraries of the Pennsylvania State University (Penn State) in the United States sent me to Lima, Peru, to work as an exchange librarian in the Centro de Documentación (CENDOC), the library of the Escuela de Administración de Negocios para Graduados (ESAN), a leading Peruvian

business college. One year later the reference librarian at ESAN came to Penn State to complete the other half of the exchange between the two institutions. The exchange, proposed by the director of CENDOC in 1984, was a logical extension of a well-established, continuing relationship between Penn State's College of Business Administration and ESAN.

The most important aspect of the exchange, for me at least, was the opportunity to work for three months in an excellent, well-administered Peruvian academic library. Furthermore, since I have a strong personal interest in investigating librarianship in developing countries, I was able to arrange, with the help of the ESAN staff, a special project of visiting other libraries and information centers during my time in Peru. Those libraries could be categorized as follows: two administrative libraries, one of which also serves as an academic library, five other academic libraries, six special libraries serving primarily the social sciences and business, four special libraries which focus on science and technology, and two other miscellaneous information centers. In each institution, although I concentrated my questions on automation and public services, my special areas of interest, the discussions often ranged broadly over the conditions of librarianship in Peru. The following observations are thus based on the wealth of ideas and information which my Peruvian hosts, at ESAN and the many other libraries, shared so generously with me.

Library Collections, Use, and Services

One of the more challenging issues for Peruvian librarians to cope with is that of collection development, which is hindered by the cost of library materials, most of which have to be imported, and the lack of a widespread government documents depository system. Since the budgets of most libraries

are not separated from the parent institutions,[1] and because of the difficulties of buying books from abroad, an acquisitions librarian must spend a lot of time, in excess of that spent by one in the U.S., on the sheer mechanics of obtaining publications. With an advertisement or review in hand, the acquisitions librarian must write to the publisher or supplier for a quote, which, at least in 1985, was for a limited period of time due to Peru's inflation, obtain a draft for that amount from the institution's financial office if the cash is available at the moment, send it back to the supplier, then wait for the sea mail delivery of the item. While deposit accounts are established with overseas jobbers, problems of distance and currency take a heavy toll of staff time.

Obtaining documents from Peruvian government ministeries poses another difficulty for many libraries since they don't receive them on a depository basis as many major American libraries do. "Most of the time of my social sciences librarian is wasted contacting ministries to obtain documents," the director of a major university library told me. "Her time could be much better spent providing service to the public," she said.

As far as the size and quality of library collections is concerned, the holding of books, journals and documents at many of the special libraries I visited--libraries of government ministries, international organizations, corporations--appeared to be reasonably adequate; one specialized government agency library had an incredibly complete collection in its field. At least six of those special libraries provided collection statistics to me, and all but one had between 10,000 and 50,000 books, documents, reprints, serial titles, or whatever. The librarians generally felt their collections were reasonably adequate, though with many needs for improvement, of course. The academic libraries I visited also had collections of some fair size--most had

50,000 volume or more--but they appeared to have some important weaknesses as well. Except for ESAN, the newer books being purchased were mostly textbooks, purchased in multiple copies in some cases. When I questioned my hosts about this, they freely admitted that, since most of their students were too poor to afford texts themselves, the library had to fulfill the need. The libraries therefore could afford very little money for research materials. While the textbook support function is of course a crucial part of librarianship in Peru, I was surprised to learn that the faculty members of Peruvian universities do little research, due in part, in the opinion of a couple of my hosts, to the lack of research library collections. Even more discouraging, a couple of the university libraries had so little money that they could not afford to buy even text books.

Despite these problems of collection development, one outstanding characteristic of Peruvian libraries was the great number of people that used their libraries. The poorer university libraries, with few recent resources, were crowded with students--literally, every chair occupied—taking advantage of a good place to study. In the Penn State library, the reading rooms often seem crowded to the point of overflowing, but when we actually count the number of people in a room, less than half the chairs are taken. Beyond this study space usage, in the better Peruvian university libraries I observed quite a few students using reference materials, periodicals, etc., and the usage of the special libraries was equally as intense. Most of my visits to the latter were scheduled early in the morning to avoid disruption, but even so I could sense the pressures from patrons growing after a couple hours, toward the end of a visit. For whatever reason--study, use of texts, satisfying information needs—there is no question that Peruvian libraries are heavily used and vitally needed.

Another aspect of library use which was startling to this visitor was the strict level of control imposed on library users. In almost all libraries the public does not have direct access to most materials. Furthermore, libraries would typically permit their users to borrow only a few books for a very brief period, perhaps one to three items for a few days or up to a week at the most. The contrast with Penn State was never more startling than when my hosts would ask about the circulation policies in my library, where over two and one half million volumes are shelved in open stacks for any patron to use, and where, because of an excellent online access and control system (LIAS), undergraduates can borrow up to 50 volumes for four weeks while graduate students and faculty are permitted to borrow up to 200 volumes for the entire semester. Reasons for the strict control of materials in Peruvian libraries probably include the difficulty and cost of obtaining materials, as well as perceptions about the probability of theft, but in any case, few librarians made further comments on regulations which seemed so surprising to me.

Turning to other public services, many of the better supported libraries which I visited offer a wide range of outreach public services.[2] Reference librarians appeared to spend a lot of time helping their patrons satisfy their information needs. Furthermore, a number of libraries regularly issue bibliographic bulletins which list their recent acquisitions, including not only books but often documents and significant journal articles as well. These publications are variously arranged, but several include abstracts and indexes. They are all carefully, effectively done. In addition, several libraries offer a selective dissemination of information service to faculty and officers. As in the United States, the outreach concept, the conviction that librarians should find innovative ways to supply information to their users,

seems to be ingrained in the better libraries. In some Peruvian academic libraries, most notably ESAN, the level of personal reference service--the extensive amount of time that the librarian will spend satisfying a patron's information needs--seems to be greater than in United States academic libraries. One form of public service outreach, the new books display area, a common promotional device in U.S. libraires, was missing from all but two of the libraries I visited. I suspect that this is due to the preoccupation with controlling access to books, where an open shelf of new books would be subject to thievery.

Automation Developments

Eight of the libraries visited had developed some form of automated access to information by early 1985, and two others were actively developing an automation system with implementation of the first phases likely later in the year. The three major ways of using automated information service were: using the international online databases, production of abstracting journals, and automating internal library processes and bibliographic records. To a considerable extent, of course, these three areas overlap. It will be best to describe the situation first before commenting on it.

Online bibliographic database searching is offered in, or is being developed in four libraries. One of those libraries offers batch searches of an international database which is highly relevant to the needs of its patrons. Two other institutions were similarly accomplished in their use of the international online interactive databases, and a fourth, a major business firm, was experimenting with the use of an important U.S. search service vendor.

Two libraries in the headquarters for Latin American associations have automated the production systems for the abstracting services which cover documents of the associations. Both systems are very carefully designed: one uses major thesauri from other institutions, the other has developed its own thesaurus. These systems have been designed with future expansion in mind as well as online searching when that becomes possible.

Three libraries actually have online terminals available for use by the library staff for access to their own bibliographic holdings. One, in the library of a small government agency, is part of an overall agency information access system under development. The menu-driven system operates quite effectively with limited Boolean operators. The system at this point includes only documents from an international agency, but plans are to include periodical articles and other types of documents in a single, integrated database.

Another agency, a government corporation technical library, has been developing its automated system for about a decade, and the expertise in automation gained by this institution is shared with other libraries. Librarians throughout Lima clearly respect it as the leader in automation. The library's system has been developed on a corporation main frame and it is used, to some extent, by officials throughout the company with terminal access to the computer. Since 60% of the library materials of the corporation are at provincial facilities, it is perceived to be important that all the company libraries should have online access to the central headquarters computer; however, as of April 1985 only one provincial location had online searching capability because of difficulties in setting up the communication links.

As of April 1985 the system included numerous separate databases: one for books and documents, which included about 7000 items; one for published

standards; one for studies done by the company itself; one for periodical articles not found in the Applied Science and Technology Index; and one for an online serials check-in file. An online thesaurus will probably be the next database, which may be developed over the next one or two years. A searcher using the larger files, such as the one for books, has to repeat a search request several times in order to cover all of the database, since apparently the computer cannot search all of it at one time. And each database has to be called up and searched separately.

The third library with an online system has developed software for its own microcomputer plus three terminals. The system included, as of April 1985, 1000 documents, with inputting of new books and documents as the highest priority. The software allows only the "AND" Boolean operator to be used on the descriptors employed to describe the documents listed in the system; the descriptors are not taken from any thesaurus, but are "free terms"--uncontrolled, made-up terms which are employed to describe each document as it is input. The Uniterm manual access system, used before the online system became available and still the only access for most of the documents in the collection, has evidently been the guiding framework for the development of the online system. There is no access by author or title, since the director of the library perceives that the primary need is for the subject approach. As of April 1985 the system allowed a listing of all of the terms employed as descriptors, though it only started the list at the beginning of the alphabet; one had to wait until the computer, scrolling alphabetically through the entire index, reached the desired word each time an online check of a term was required.

From the perspective of public service, the focus of this visitor to Peru, none of the online systems--the three visited, the two that were being

developed, or the others that were in the more remote planning stages--included plans for direct public use of a terminal. Librarians felt that that was not a priority for them. Furthermore, none included provisions for any type of automated circulation control: in response to questions about that, librarians clearly felt they had their collections reasonably well under control (as the observations above indicate), and automating the lending of materials was not seen as a priority.

Because of high cost, the purchase of imported computer hardware or software packages represents a problem for library automation in Peru. The result is that some libraries, with the help of systems designers in their institutions, are developing their own software. These in-house programs typically begin by automating only the highest priority processes—publishing an abstract bulletin, controlling acquisitions, compiling a periodical list, providing bibliographic control of documents, etc. The automation, quite logically, proceeds as time and funds permit.

While this step-by-step approach is probably the only practical way for libraries to proceed, unfortunately it does not appear to be carried out with long term visions of the possible differences that automation allows from the traditional ways that librarians have organized their operations. In other words, some Peruvian librarians automate what they have been doing—an online uniterm system, for example--without looking more broadly at the totality of available automated technology and the future possibilities that may arise for a totally different automated environment, a difficult task but one which is essential for making the best use of automation. This lack of focus on the future integration which automation offers shows up in the government corporation system which, though comparatively old and well deserving of respect, appears to be awkward to use and destined to become even more awkward as time goes on and more databases are designed and added.

Information Retrieval

Retrieval of information in Peru differs from practices in the United States in at least five rather surprising ways. The first is the importance of personal contact in the reference process. When a university student needs information and the logical source is a government ministry, the student may turn to the library for assistance. But since statistics and concrete data are often not published by the government, the only way to get the information is to go directly to the ministry involved. The reference librarian will call contacts in the ministry to make arrangements for the student to go and consult the materials there. In some cases, if the agency official does not produce the requested information when the patron actually visits, the librarian will call again in a further attempt to facilitate the successful transfer of information. This active role of intercessor with sometimes reluctant bureaucrats is not as normal and familiar to most U.S. academic librarians.

A second facet of information retrieval in Peru which contrasts quite starkly with the United States is the use of separately published subject bibliographies. At Penn State, in a general reference collection of about 40,000 volumes, over half are bibliographies. Students and faculty use them heavily to identify materials that relate to their research topic. In fact, the process of first identifying needed materials bibliographically, then determining if the particular library (in our case Penn State) has the items, then contacting the interlibrary loan office for obtaining documents not available locally, is quite familiar among the more advanced American students and scholars. The publishing industry responds with an outpouring of bibliographies, many of which we purchase each year, primarily from the United States but also, to some extent, from other countries.

The contrast with Peru is startling. There, patrons are used to obtaining materials in their own libraries, but if they need information that is not available (and this would apply primarily to Lima), the librarian will call another library known to have strength in the desired subject. If the information or specific documents are available at the other location, either the patron goes there or the materials or copies are brought by messenger, depending on the circumstances of the request and agreements between the libraries. Rarely would someone think to consult a published subject bibliography, even if it was highly relevant to the inquiry, since the works cited would not necessarily be available in Lima (and therefore, extremely difficult to obtain at all). The critical element in the Peruvian information environment, once again, is the librarian who has the skill to track down useful material in other libraires and the ability (sometimes, diplomacy!) to secure permission for the patron to use it. Because of this condition, few subject bibliographies of a general scope are published in Peru, or Latin America as a whole, except for ones which list materials in certain collections or by specialized agencies, associations, etc.

Thus the contrast: A U.S. focus on bibliography with the presumption that materials can ultimately be obtained; a Peruvian focus on pragmatic matching of requestor with whatever can best be obtained to meet the needs. The paradoxical result of this situation is found in both American and Peruvian libraries: the American librarian cannot obtain adequate bibliographies about most critical Latin American issues, so providing information and documents in the usual fashion is frustrated; the Peruvian librarian, who can neither afford the expensive North American bibliographies nor can readily obtain the documents in any case, is equally as frustrated in providing library information about the U.S.

Another aspect of information retrieval in Peru that provided a surprising contrast to this North American visitor was the strong focus of research on other areas in the Latin American region, and correspondingly less interest in other areas of the world. In part, of course, this is a natural result of the common Spanish language and heritage throughout most of the region except for Brazil. And for researchers in many fields, such as sociologists working on the problems of the vast squatter settlements found around Lima, research dealing with comparable situations in other Latin American countries may indeed be more relevant to Peru than studies done in Africa or Asia. However, even in one of the technical libraires a librarian indicated that the scientists and engineers in her agency preferred Latin American research results. Most of the other science/technology librarians expressed a more broadly global need for information.

In any case, with a very reasonable preference in most Peruvian libraries for Spanish language materials, librarians have to cope with the lack of really adequate published indexing for their Latin American journals and magazines. The major indexes and abstracting services published in North America and Western Europe generally include few journals from Latin America, and the one which does have a specific focus on that region, the Hispanic American Periodicals Index, is published annually about three years late. In order to provide current access to their journals, therefore, librarians frequently index their periodical articles themselves. Typed or printed on cards, these index entries, often with abstracts which the staff prepare, are routinely filed into the card catalogs along with cards for books. In some of the better libraries, therefore, the card catalogs are thus really excellent, integrated access systems to all types of information.

The contrast with United States practice on the issue of integrated indexing is striking. Since many U.S. indexes to popular magazines and abstracting/indexing services for scholarly journals have been published for over 50 years, librarians normally have prepared catalog cards only for books, or in some libraries for serial titles and documents. The development of automation has followed this division between access to the books or journal titles and detailed access to the contents: online library access systems replace card catalogs and the many processes associated with the acquisition, cataloging, and control of books or journals; online bibliographic vendors provide access to databases which frequently correspond to, and often can replace use of, the published abstracting/indexing services. Of course, developing technology may someday allow completely integrated information systems in the U.S. But Peruvian library administrators, building on an already existing tradition of integrated card catalog access, could develop truly integrated online information systems that would avoid the divisions inherent in the automation of U.S. libraries.

My concluding observation about Peruvian information service--perhaps the most startling of all to this visitor from the United States—is the lack of security in that country's postal system. On a personal level, we were often frustrated by our difficulties in communicating with family members, friends, and colleagues in the United States. Letters were often lost in the mail, and delays of weeks to months were not uncommon. But even more disturbing was the realization that interlibrary loan service, as it exists in the U.S., with materials being sent easily by mail throughout the country from one library to another, cannot really exist in the same way with an untrustworthy postal system. To compensate, Peruvian librarians have formed a number of associations of libraries so that sharing of materials can take

place. The Agrupación para la Integración de la Información Socio-Económica (ABIISE), a group of social science and business libraries, is a good example of an association that allows officals of institutions or students and faculty of universities to use materials at other member libraries, or to have works sent from one library to another. The actual transfer of materials is always accomplished via special messenger.

One unfortuante effect of this situation is that libraries in the provincial cities, away from the strong concentration of information resources in the capital, are, to all intents and purposes, cut off from receiving anything via interlibrary loan. The exception would be where network arrangements have been made to provide photocopies of materials which could be sent by mail.

Conclusion

Above all else, the outstanding characteristic of Peruvian libraries is the high quality of the librarians and staff who administer them. This visitor was impressed by the extent of innovation in libraries which had extremely limited funds, the vigor with which programs were carried out, and the overall level of activity and positive spirit which pervaded most of the institutions visited. A few of the librarians reflected a mentality of poverty ("we couldn't dream of doing that--we're a very poor country you know"), but most shared with their visitor both a positive attitude and a realistic assessment of achievements, problems, conditions and future possibilities.

An understanding of the richness and vitality of librarianship in a country like Peru—the contrasting service, automation and information retrieval patterns that have been described above--develops most effectively from the nurturing environment of linking programs like the Penn State/ESAN

librarian exchange. Such exchanges, especially between industrialized countries and developing nations, will lead both participants, if the exchange is set up effectively, to gain a broader view of our profession, to appreciate alternative approaches to many fundamental issues that we deal with daily, and, most crucial of all, to gain a better perspective on their own home institutions and professional practices. In that light, Peruvian libraries and librarianship have a lot to offer the foreign visitor.

Endnotes

[1]Consejo Nacional de Investigación, Centro Nacional de Información y Documentación Científica y Tecnológica (1980). Seminario Nacional sobre Política y Planificación de la Información para el Desarrollo, Lima, 20-24 de Octubre de 1980. Documento Principal de Trabajo (Versión Preliminar, PERU/SNPPID/CNI/6). p.7-8.

[2]An article which provides a more detailed description of public services in Peruvian libraries than I have space for here has been accepted for publication in the International Library Review; it is tentatively scheduled for the first issue of 1987.

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The Present Situation regarding Administrative Libraries in Japan and their Future.

- How to promote their development as we move to the 21th century -

by

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1. Information circumstances surrounding administrative libraries

In recent years, the scope of information materials of types coming under charge of administrative libraries has been expanding in its international dimensions. With the development of advanced info-communication technologies given as a background, nation-to-nation relationship is becoming increasingly closely knitted, and domestic politics and diplomacy are becoming increasingly inter-related. Such matters as seemingly domestic often contain factors which can produce influence upon other country or countries and thus may develop into international problems. On the other hand, there often occur in foreign countries events which we may not be allowed to look on with indifference, and on which, therefore, we are required to take whatever necessary measures. There occur in the world many problems which nations of the world must co-operatively grapple with, acting with share of true understanding of the problems. Under such circumstances, in relations to administration, each country has need to push on more vigoroulsy with its efforts in the collection of international information, in addition to the need for yet greater and more effective utilization of domestic information. From the need for smooth execution of routine administrative matters and also from the need to promptly and effectively deal with any problems arising accidentally, it is vitally necessary not only for foreign affairs administrative organs but also for all other administrative organs to be constantly working with greater efforts for collection of and improved access to international information materials. This is at the same time the matter concerning the respective specialized areas of responsibility of administrative libraries. Needless to day, this is because the library of an administrative agency and that agency are in the relationship of two sides of a coin.

Here, I think I had better refer in some details to administrative organs in the aspect of information with a view to getting the general public's understanding of administrative libraries in general and as the preliminary to undertake exploration of their future orientation.

For convenience's sake or for smooth carrying out of administrative responsibilities, the government organization of a state is divided into plural administrative organs, each given normally the name indicating the organ's area of responsibility, which are performing administrative matters on a national scale, each acting as a member of the whole organic entity, keeping close contact and coordination among themselves. Of course, the names or the number of administrative organs vary from country to country, reflecting the different historical or social backgrounds of different countries. For instance, in the case of OPEC countries, there are more administrative organs with oil-related responsibilities, and in Japan, there is the Environment Agency set up when various forms of public nuisances became increasingly serious, posing a grave social problem.

Viewed in a different light, these instances may mean that there naturally arise relatively more information regarding oil in OPEC countries, while in the case of Japan, regarding pollution problems.

Government organs, with charge of administrative information concerning their respective areas of responsibility, may be said to be the entities whose activity focuses on utilization, for action, and production of such information.

Accordingly, the problem of information processing in government organs is an inevitable one. Furthermore, given the national government organization constructed systematically and organically by the whole of Government organs functioning in their respective areas of responsibility, there is need for communication, transmission of information and exchange of materials among different Government organs being expeditiously and smoothly carried out as an essential requirement for administrative purposes. In the area of international politics, the same can be said of communication and exchange of information among different countries' administrative organs. In short, creation of a truly workable administrative info-communication network is essential in the carrying out of administrative activities. And it naturally

follows that administrative libraries should play a principal role in that network. The most desirable picture that can be of an administrative library would be that it is the entity for unitary information management in the Government organ, and the one which externally may function as a central station in the information network. In order that an administrative library may be able to secure and maintain such position, it is necessary to introduce computerized information processing and info-communication technologies which may be applied to library services.

2. Uniqueness of Japan's governmental libraries network

I should now like to deal with the actual situation regarding Japanese administrative libraries from the viewpoint as I have described above and try exploration of their right orientation towards the 21st century.

When we discuss administrative libraries of Japan, we must consider the fact of the existence of the branch-libraries system which functions with the National Diet Library as its center. At the time of the founding of the Diet Library, it was decided by law to establish thereunder branch libraries in individual administrative and judicial agencies of the Government. This law, called the National Diet Library Law, was enacted soon after the War, in February 1948. The establishment of branch libraries in accordance with this law was on August 25, 1948, the day on which by coincidence the opening ceremony of IFLA Tokyo Session was conducted. Thus we saw the birth of first 18 branch libraries in the administrative and judicial branches in Tokyo. This system has since steadily grown and now has 35 branch libraries in all.

Of course, before the War, in administrative organs there existed libraries containing publications and materials of specialized lines and similar establishments of smaller scales. But, their status and functions were greatly inadequate, and none of them had "library" on the official organizational chart of each administrative organ. It is, therefore, of great significance that, thanks to the branch-libraries system, administrative libraries, established first in principal Government bodies, came to be called, each,

"so-and-so Ministry Library, Branch of the National Diet Library", and they were thus given for the first time a sort of organizational status in their respective governmental bodies. The National Diet Library Law, in which this system was incorporated, is a law which was enacted on the basis of the National Diet Law and stipulates the Library's function as one to assist the activity of the legislature. This law was, however, purported no further than to give the libraries placed in Government organs the name of branch of the Diet Library, and, was in no way meant to re-establish them anew in respective government organs as the annexes of the Diet Library.

That this law provides for the branch-libraries system covering, in part, executive branch and judicature leaves a measure of doubt in terms of the principle of division of the state's fundamental three powers. Under the system, administrative libraries would appear to have the dual character of being at once libraries of respective Government organs and branches of the Diet Library as its "annexes". This has given rise to confusion in the legal interpretation of the organizational status of branch libraries. On the other hand, however, it might be said that the organizing of that system became only possible by the planners' having acted transcending this matter of legal interpretation. Also, I might add that the absolute necessity for ensuring inter-library cooperation, including exchange of information materials, resulted in making provisions, despite the difficulty, for the organizing of this system as part of the National Diet Library Law. The formation of this system provided a foundation for maintenance and development of cooperation among and between different administrative libraries and legislative and judicial libraries, thus promoting subsequent cooperative activities among all those libraries and leading to the establishment of the National Council of Special Libraries in 1952. If the concept of government is interpreted in a broader sense as including all the three branches: executive, legislature and judicature, this branch-libraries system is, indeed, an immense cooperative organization of governmental libraries.

Principal advantages which administrative libraries could derive from the

system would appear to be the following:

(1) Administrative libraries have got in their hands the hold of the Diet Library's function for utilization.

(2) They have been given adequate mutual access to their services.

(3) Accorded the great cooperative system of central and branch libraries, administrative libraries' reference service has notably increased in scale.

(4) Access to publications and materials possessed by foreign libraries with which the Diet Library is in a cooperative relationship has been made possible.

(5) A basis enabling cooperation among different administrative libraries in solution of their common problems regarding budget, personnel, facilities and implements has been established.

(6) Compilation of union catalogue of governmental publications and a work of standardization of bibliographic information has become easier.

(7) Administrative libraries have come to be able, each as a window of the Diet Library, more smoothly to send in their publications to the Diet Library and carry out inter-library loan of publications and materials.

If we are to make the most of those advantages and have this inter-library system truly effectively function, it is necessary for each governmental library to play the role of a team-mate and act properly in the position assigned to it within the system. In other words, only through the efforts of individual governmental libraries for improvement of their own organizational setup and for their strengthened specialization in their respective areas of responsibility is it possible to attain a truly workable organic relationship of cooperation.

3. Necessity of organizational reform of administrative libraries

The present situation regarding administrative libraries cannot be said to be satisfactory when seen from the viewpoint I have referred to above. I must say that they do not have a proper authority enabling them to function adequately, each as an organ for a unitary information materials management in the Government

agency concerned and also as an information service center of the type I have described.

The Court Organization Law stipulates in it the establishment of the Supreme Court Library, which is the only branch of the Diet Library in the Judiciary, while with regard to all other government libraries, there exists no law stipulating, individually or collectively, their establishment. This is a great negative factor causing the organizational weakness of those libraries. The only existing relevant statutory provision regarding administrative libraries is the provision in the Cabinet Order establishing the constitution of the Ministry, etc., which is simply given in the wording: "Regarding the matter of so-and-so Ministry, etc. Library, a branch of the National Diet Library", indicating it as one of the matters of responsibility under the competency of a specific Division of the Ministry, etc.

Though certainly a law enacted on the basis of the National Diet Library Law clearly indicates with regard to each individual existing Governmental library that "so-and-so Ministry, etc. Library, Branch of the National Diet Library" is one established in the Ministry, etc. concerned in accordance with the National Diet Library Law, the important thing is, nevertheless, that before it being a branch of the Diet Library, it must be a library of the Ministry, etc. concerned. Consequently, the branch-libraries system is based on the libraries existing in administrative and judicial organs. Given the fact, it would follow that if those libraries lack a clear-cut statutory support in connection with their organizational status in the respective Government organs, this should constitute a great negative factor for the development not only of those libraries but also of the branch-libraries system itself. Each individual administrative library must, as I have said, acquire an adequate functional capability under such support enabling sufficiently to carry out library service as an information center in its own area of specialization. Therefore, I consider that each administrative library, if it were to be one able to perform its function as a centre of information materials

management, must be an establishment assured of a legal base stronger than is given in the said Cabinet Order. Fortunately in this connection, the National Government Organization Law stipulates in it that each administrative organ may establish its own educational/training institutions, in accordance with the provisions of this law or the relevant Cabinet Order. Accordingly, what should be first done under the given circumstances would be to launch upon a task to establish towards the future such a statutory status of administrative libraries in Government organs, working on all bases now available, this law, for instance.

Without such a statutory clarification of the status of administrative libraries, their organizational position in their respective Government agencies should naturally be extremely weak. This weakness results in the fact that the status and powers of the Chief Librarian are inferior to those of officials in the positions established by Cabinet Order. Should administrative libraries be statutorily assured of an adequate status in their respective Government agencies, their position and functional capability will be improved, and their activity will therewith be strengthened, with a result of possible development towards greater and expanded library service and inter-governmental library cooperation in the said system.

Among all branch libraries, the Supreme Court Library, which consists of two divisions and is so well established structurally and far better equipped, offers a striking contrast to other Governmental libraries. And, considering also the fact that while among all 35 branch libraries, those having a staff of less than 10 persons account for 26, the Supreme Court Library has a staff of 26 persons, and as to the scale of budgetary appropriations, that of the Supreme Court Library is more than five times greater than that of other Governmental libraries, one can clearly understand the need for a clear-cut statutory provision for establishment of administrative libraries.

The fact that administrative libraries of Japan cannot be an entity for centralized management and reference service on information materials in the

respective Government organs is primarily due to the lack of a proper statutory support as to their status. This drawback can also be seen in the fact that administrative libraries are not able to play a leading role in the process of reviewing the existing information system, or in the fact that the work of reforming information management and information retrieval service required as a result of the computerization is not under charge of the libraries but that of other divisions.

There are now none of Government agencies which are not equipped with computer. Method of information processing resulting from this computerization has become greatly diversified. From its character, information may be classified roughly into two categories. One is administrative information relating to the respective areas of competency of different Government agencies, the other being one regarding affairs common to all Government agencies, such as personnel and accounting affairs.

Irrespective of methods of information processing, it is, of course, the former category of information that are to be under charge of administrative libraries. Given the ever increasing need for intensive and diversified use of administrative information in the years ahead, one cannot overemphasize the importance of computer's great information processing capability.

However, as mentioned above, generally, administrative libraries of Japan are not now possessed of a proper structure in which it is possible for them to become an information center in their respective Government agencies; they do not have computers of their own, nor are they in a leading position in the computerization of information being handled by different divisions of Ministries, etc. concerned.

In order to build up a truly efficient administrative information network, it is necessary for the administrative library of each Ministry, etc. to be equipped with a host computer for collection of information to it from different divisions of the Ministry, etc. on line with its terminuses placed in those divisions and centralized processing of information thus collected, and also it

is necessary to develop an organic system connecting the host computers of different Government agencies, and, finally, to endeavour to establish the level of preparedness necessary to join in an international cooperation in exchange of government information.

4. Library as information center and its personnel

Next, reference to the problem of library personnel in relation to organizational improvement of administrative libraries is necessary.

The phrase is current: "The primary requirement for success of enterprise is the ability of its personnel." This is aptly so with regard to library, too. Library staff-members must, first of all, be those having the qualification or abilities required to librarians or information processing technicians. There exists in Japan no specific system or arrangement to post such qualified persons in administrative libraries. Only, what does exists at present offering some relief to such situation is the training of personnel arranged by the Diet Library in its cooperative relationship with branch libraries. But, what is vitally important is to recruit adequately qualified persons, and the second best policy is to judge in the course of the prior-placement training as to one's potential abilities which may develop himself as a qualified librarian, and on the basis of this judgement to decide as to his posting in a library. Anyway, when the desired statutory support has been achieved with regard to the establishment of administrative libraries, the task of institutionalizing the matter of library personnel need be undertaken immediately.

Along with the matter of quality of library personnel, the matter of number of such personnel is also important. At present, of all 35 branch libraries, those having a staff of not less than 10 persons are only 8. In the event that administrative libraries are re-established each as an information center and in order that as such they may each adequately function as an entity responsible for unitary processing of administrative information, each of them must be given the number of personnel sufficiently to handle the expected volume of work resulting

from such arrangement. In this connection, at least the following points need be taken into consideration:

(1) Size of the Ministry, etc. concerned, and in particular, its staff ceiling and the number of its Departments.

(2) The expected volume of information to be handled, and types and volume of work which may be processed by computer.

(3) The number of personnel required as a result of the automation.

(4) The number of organs with which the library is in cooperative relationship. And,

(5) The expected scope of service given to the general public.

Japan's administrative libraries, function as they do in the said branch-libraries system, are open to the utilization of all officials of government organs, and, furthermore, being membership of the National Council of Special Libraries, they are also open to the utilization of all 600 member organs of the Council, and except a very limited scope of information, their services are available to the general public, too. On the other hand, there exists the service established in October 1980 on an on-going base for perusal by members of the public of official records in the keeping of each central government agency, with Archives Division given charge of this particular service; thus, the Government has been endeavouring to expand its information provision service to the public. Types and volume of work processed by computer in government organs have been increasing, and therewith computerization of the work of different Divisions is notably progressing.

If administrative libraries could undertake the centralized processing of information as a unitary entity responsible for such, this will contribute to the standardization of bibliographic information and to the facilitation of effective and economical information processing in the respective Government organs, and thus, they may at the same time develop into entities which may adequately deal with cooperation in the exchange of administrative information on an international scale. To achieve this end, it will be necessary to integrate the overall work of

computerized information processing into the library function, thus concentrating in it all works of information processing now scattered within the Ministry, etc., and carrying out the reform of the library's structure to one suitable as the information centre, and to secure a necessary number of personnel.

In our administrative organs, the practice of the computer section's carrying out information retrieval regarding routine types of work in cooperation with departments requiring this service is rather common. In contrast to this, what the library is conducting, is generally, information processing on matters relating to the whole Ministry or with regard to various types of work common to all its Departments. Both these services are essential to every Government agency. In order adequately to deal with intra-ministerial inquiries regarding administrative information, it would be necessary to establish a systematic arrangement for posting in the library officials, each responsible for a certain particular Department in connection with library business who may expertly answer to inquiries or references relating to that particular Department.

If the section processing administrative information by means of computer is incorporated into the library, this not only would result in, though, of course, largely depends on level of ability of librarians, a greatly improved information retrieval service on each Departmental base, but also would make it possible, through the library, to consolidate the hitherto separately conducted services into the form covering the whole agency concerned.

If Japan's administrative libraries could be thus improved, we may confidently expect a great level up of the inter-library mutual utilization in both terms of quality and quantity, thus contributing to the on-going task of administrative reform.

5. System for mutual utilization

So far, here and there I have touched upon the matter of utilization of administrative information. Now let me refer in some detail to the system for utilization of such information.

The reference concerns the system under which the processing of information relating to certain matters which all Government agencies have in common, or the overlapped processing of information by different Government agencies with regard to certain identical matters is centrally conducted by one single entity, with a view to ensuring universal access to information by all Government agencies, thereby effecting reduction of costs and time for government as a whole and increasing efficiency of information retrieval. This system was established by the General Affairs Administrative Agency in 1978, and has since been under management of that Agency. Under this system, the processing of information by computer on basic materials which are administratively essential, such as minutes of proceedings at Parliamentary sessions and laws and regulations, is conducted, and answers are given to inquiries from Government organs.

This idea of common use of such entity unitarily processing information on such matters is noteworthy in that it has offered an important future direction which is to be followed by administrative libraries in their carrying out the administrative information processing. In this connection, what individual administrative libraries should do would naturally be to promote the common utilization of that central information service organ in parallel with promotion of the inter-library mutual utilization, and to make efforts to strengthen their own respective specialities, making the most of the energy saved as a result of the service offered by that organ.

The establishment of the Public Records Office of Japan in 1971 is, of course, of a relatively recent date. However, by its establishment, public records which had before been in the keeping and management of different Government agencies, thus lacking in the condition for common utilization, and even in the danger of being scattered and lost, came to be for the first time centrally managed as precious academic materials open to common use. With a view to re-utilization of public records which it has become no longer

necessary to keep for regular use, each Government organ should transfer such documents to the Public Records Office.

And, common utilization of bibliographic data base centrally managed is now being conducted universally in the world. In Japan, on the basis of the said branch-libraries system, the data base of the National Diet Library as the central library in the system are in use by administrative libraries.

For example, union catalog, printed catelog cards and distribution of JAPAN MARC, which are all produced by computer, and online data base service, and so forth are designed for common utilization of bibliographic information by administrative libraries, etc. The Diet Library is endeavouring for the largest possible collection of both governmental and private publications, and the scale of its data base is the largest in Japan. The online data base service provided by the central library has already passed a trial stage, and there are some branch libraries which have already started information retrieval through the terminus placed in each of them.

5. Bibliographic information control for administrative libraries

For smooth mutual and common utilization of bibliographic information, the standardization of its classification is a basic requirement in a cooperative organization of the branch-libraries system. Given this system's constitution of legislative, administrative and judicial libraries, it is primarily necessary to create a "government information classification system", and, to this end, the systematization, first of all, of typical types of information now being handled by all different Government agencies is required. Of course, such system of classification will have to be one which can adequately meet the requirement of common utilization by the Central Library and all branch libraries. Reviewing the present situation from this viewpoint, we note that among all branch libraries, four libraries are individually using their own methods of classification, and with regard to all the others, most of them are using either the decimal classification of Japan (NDC) or making a combined use of NDC and some other method of classification, and thus, in

the matter of systematization of government information, little or no consideration is given in terms of speciality and standardization. The Central Library has its own table of classification. But, for some time in the past, NDC had been in use by the Library with regard to Japanese and Chinese books, and, even at present, the same method is in application to a certain group of old publications in its keeping over many years from the past. Given the situation, it may be said that the method of classification which is prevalent in the inter-libraries system is NDC. Originally this method was specifically intended for use by public libraries, and as such, has been playing, to date, the role of a standard classification table in Japan. We notice the evidence showing that the Diet Library, with all those circumstances taken into account, has given special consideration to the matter of bibliographic management vis-à-vis the branch libraries and public libraries by the adoption, in its bibliograph information system, of a method of combined use of its own classification codes and NDC classification codes.

However, trying to make a general system of classification such as NDC adaptable to specialized libraries like administrative libraries is not only something unreasonable in itself, but might even become an obstacle in strengthening the respective specialities of those libraries and their full discharge of their functions as specialized libraries.

Therefore, it is just in the nature of things that there should be in each specialized library a special system of classification of its own which can adequately meet its requirements. In this sense, each individual branch library must have its own proper table of classification, but in context to the need for pushing on the work of standardization while maintaining the uniformity in classification within the branch-libraries system, the achieving of a consolidated system of classification of all administrative information in the form of a master table usable in common within that system would be what should be done first and foremost.

In each Government agency, review and analysis regarding the matter of specialized areas of responsibility will be increasingly necessary in the future, and along with this, given the rapidly progressing internationalization in all fields, the matter of how to handle external government information in context to information classification, will also be becoming an increasingly important task involving the Government. The system of classification of government information must be one most carefully thought out which can meet all needs at a practical level, and at the same time, one to which access is easy, and thus may adequately deal with the internationalization of information.

The Diet Library's existing table of classification is one peculiar to this library reflecting its nature as Central Library, and, therefore, I should say that it does lack the suitability of a classification system for common use of all branch libraries.

However, as regards general rules on catalog affairs, fortunately, 'Nippon Cataloguing Rules' are in use by all branch libraries, and thus they are, as a matter of fact, playing a role of standard cataloguing rules within the branch-libraries system.

Given the ever-increasing need for an international governmental information network, in addition to an internal network like this branch-libraries system, there is need for pushing on vigorously with the standardization of information classification on an international standpoint.

Conclusion

In order that we in the service of administrative libraries may respond to the demand of the highly developed information age and may contribute to the construction of an international government libraries network, we must first look squarely at the reality in which our administrative libraries are placed, and then proceed with the foundation building on which to pusch on with our further activity towards achieving that end.

15 (16)

If each individual branch library could be reborn as a veritable information centre true to the name, this certainly would result in a yet more closely knitted Government information network, and mutual cooperation within the branch-libraries system would be greatly strengthened organically, and, furthermore, Japan's government information service could thereby be placed on the path to development in the area of information service at the international level.

Given the ever-mounting need for greater mutual access to information among countries in today's progressing internationalization, the task confronting administrative libraries of all Governments would be to create an international system enabling easy mutual utilization of government information data base among different countries' administrative libraries.

Today, thanks to the extensively and closely knitted wireless network covering the world and the development of computerized information processing technologies, information transmission, even between the remotest places in the world, has become greatly easy. This is very fortunate to us all intent on construction of a government information network at the international level.

It is desired that in all countries, administrative libraries have each a data base system suitable to the status of a library specialized in the specific area of competency of the Government agency concerned, and that they are each equipped with a computer terminus giving access to the data base of a given foreign country, and, thus enabling mutual utilization of administrative information among countries.

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ANNEX 1

BRANCH LIBRARIES PLACED IN THE EXECUTIVE AGENCIES OF THE GOVERNMENT

(as of April 1, 1985)

1. Board of Audit Library, Branch of N.D.L.
2. National Personnel Authority Library, Branch of N.D.L.
3. Cabinet Legislation Bureau Library, Branch of N.D.L.
4. Science Council of Japan Library, Branch of N.D.L.
5. Cabinet Library, Branch of N.D.L.
6. Fair Trade Commission Library, Branch of N.D.L.
7. Imperial Household Agency Library, Branch of N.D.L.
8. Management and Coordination Agency Library, Branch of N.D.L.
9. Statistical Library of Management and Coordination Agency, Branch of N.D.L.
10. Defence Agency Library, Branch of N.D.L.
11. Defence Facilities Administration Agency Library, Branch of N.D.L.
12. Economic Planning Agency Library, Branch of N.D.L.
13. Science and Technology Agency Library, Branch of N.D.L.
14. Environment Agency Library, Branch of N.D.L.
15. National Land Agency, Branch of N.D.L.
16. National Police Agency Library, Branch of N.D.L.
17. Ministry of Justice Library, Branch of N.D.L.
18. Ministry of Foreign Affairs Library, Branch of N.D.L.
19. Ministry of Finance Library, Branch of N.D.L.
20 Ministry of Education Library, Branch of N.D.L.
21. Ministry of Health and Welfare Library, Branch of N.D.L.
22. Ministry of Agriculture, Forestry and Fisheries Library, Branch of N.D.L.
23. Forestry Agency Library, Branch of N.D.L.
24. Ministry of International Trade and Industry Library, Branch of N.D.L.
25. Agency of Industrial Science and Technology Library, Branch of N.D.L.
26. Patent Office Library, Branch of N.D.L.
27. Ministry of Transport Library, Branch of N.D.L.
28. Maritime Safety Agency Library, Branch of N.D.L.
29. Meteorological Agency Library, Branch of N.D.L.
30. Ministry of Posts and Telecommunications Library, Branch of N.D.L.
31. Ministry of Labour Library, Branch of N.D.L.
32. Ministry of Construction Library, Branch of N.D.L.
33. Ministry of Home Affairs Library, Branch of N.D.L.

BRANCH LIBRARY PLACED IN THE JUDICIAL AGENCY

34. Supreme Court Library, Branch of N.D.L.

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Statistics of the Branch Libraries' Services

(the 1984 fiscal year)

A	B	C	D	E	F	G
1	46.202	9.996		2.588	4.236	1.950
2	47.913	3.310		987	1.447	298
3	27.342	5.190	3.864	1.209	3.897	200
4	48.898	14.826	23.728	2.717	3.292	1.634
5	520.764	12.552	91.673	4	7	172
6	19.342	1.644	3.430	2.113	4.646	1.400
7	82.044	17.728	18.414	5.152	14.269	1.453
8	13.037			543	1.346	
9	154.204	8.099	56.019	4.040	12.145	27.475
10	65.981	19.095	38.191	1.777	2.783	2.095
11	53.702	10.161	24.607	4.209	6.802	2.875
12	46.215	14.047	22.823	7.381	15.243	1.830
13	78.444	23.372		9.057	20.135	
14	12.387	2.877	3.330	1.899	2.337	2.128
15	17.569	8.658	12.986	2.866	4.300	2.148
16	18.690	4.815	5.367	3.899	4.970	1.761
17	236.140	19.932	※18.242	8.973	16.428	6.169
18	126.535	35.351	38.894	11.020	13.475	2.796
19	143.751	26.800		5.544	10.128	8.410
20	82.862	12.526		3.541	5.956	
21	52.406	14.159	28.987	4.074	8.449	3.234
22	372.920	46.041	99.142	11.429	30.945	15.743
23	82.561	4.756	17.914	2.243	3.571	2.834
24	64.049	9.632	28.276	2.050	6.731	5.432
25	17.938			200	163	
26	427.963	118.062	1.295.187	20.995	20.995	54.757
27	24.702	24.768	38.889	3.905	8.968	2.060
28	46.418	9.998	35.074	3.388	6.111	1.644
29	180.609	4.941	21.627	2.175	4.730	2.994
30	117.485	21.739		11.020	18.355	1.314
31	75.379	9.349	18.698	4.227	8.437	8.849
32	120.370	15.650	37.093	11.200	25.451	5.291
33	18.734			2.636	4.819	181
34	181.371	26.410		18.253	43.672	12.697
sum	3.624.927	556.484	1.982.455	177.314	339.239	181.824

A. Branch Libraries (See annex 1)
B. book stock
C. readers
D. circulation
E. number of loanee
F. loan of books
G. reference inquiries

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NATIONAL DIET LIBRARY LAW

(Law No. 5, February 9, 1948)

" Articles regarding Administrative Libraries "

Article 1. The National Diet Library is hereby established and this Law shall be shown and cited as the National Diet Library Law.

Article 2. The National Diet Library shall collect books and other library materials for the purpose of assisting the members of the National Diet in the performance of their duties and also for the purpose of providing certain library services as hereinafter specified for the executive and judicial branches of the national government and for the people of Japan.

Article 3. The National Diet Library shall consist of a central library and of such branch libraries as are provided for herein or as many hereafter be established.

Article 12. There is hereby established a Coordinating Committee on the National Diet Library. This Committee shall consist of four members who shall be the Chairmen of the Standing Committees for House Management of the two Houses, a Judge of the Supreme Court appointed by the Chief Justice, and Minister of State appointed by the Prime Minister. They shall elect their own Chairman.

2 The Chairman and members shall serve without additional compensation.

3 The Chief Librarian may attend meetings of the Committee, but shall have no vote in its proceedings.

Article 13. The Coordinating Committee shall make recommendations to the Standing Committees for House Management of both Houses for the improvement of the services of the National Diet Library to the Diet and the executive and judicial branches of the government.

Article 17. The Chief Librarian shall be responsible for the coordination on the library service to all branches of the national government. To this end he shall:

(1) Appoint the librarians of the agencies of the judicial and executive branches of the government upon the recommendation of the members of the Coordinating Committee who respectively represent these branches. However, the appointment from among the persons who are governed by the National Public Service Law shall be made in accordance with the provisions of the same law, and with the consent of the chief of the agency concerned.

(2) Have authority to prescribe, for the use of the libraries of the agencies of the several branches of the national government, methods and systems of library management, including, for example, methods relating to cataloging, inter-library loans and inter-changeability of collections, union catalogues and union lists; with a view to making the government library resources of the whole government available for

the use of any official of any branch of the national government.

(3) Have authority to require annual or special reports from the librarians of the several agencies of any branch of the national government.

Article 18. The budget for each library of the several agencies of the government shall be included as a distinct item under the title "library" in the budget of the agency concerned, and appropriations made thereunder shall not be transferable to any other item in the budget of the agency nor be reduced without the approval of the member of the Coordinating Committee representing that branch of the national government and the Chief Librarian.

Article 19. The librarian of each agency of any branch of the national government shall be responsible for satisfactory library service to his agency. He shall have authority to appoint and dismiss the members of his staff subject to the provisions of the Diet Secretariat Personnel Law or of the National Public Service Law, or of the Court of Justice Law as the case may be. He shall have authority, under regulations to be made by the Chief Librarian, to recommend the purchase or acquisition by other means of books and other library materials to the chief of the respective branches of the national government as well as the Chief Librarian, or to make such purchases or other acquisitions directly.

Article 20. Not later than six months after the first appointment to the post of Chief Librarian, all existing libraries of the executive and judicial branches of the government shall become branches of the National Diet Library under the provisions of this Chapter. The Ministries of the national government which have no existing libraries shall establish the library within not later than one year.

Article 23. The Chief Librarian is authorized to acquire, for the collections of the National Diet Library, books and other library materials by purchase, deposit, gift, bequest and exchange, or by transfer from other agencies of the government. The heads of all agencies of the government are authorized to transfer to the National Diet Library books and other library materials not needed for their use but in the judgement of the Chief Libarian appropriate to the uses of the National Diet Library. The Chief Librarian is authorized to transfer to other governmental agencies books and materials not needed by the National Diet Library, or to use them in exchange or otherwise to dispose of them.

Article 24. Of each publication coming under any of the following categories printed by or for any agency of the government in an edition of five hundred (500) copies or more (except confidential matter, blank forms, models and other simple publication; the same shall apply hereinafter), thirty (30) copies shall be furnished immediately to the National Diet Library for its official use and for its use in international exchange for the publications of other governments and in other international exchanges. Of such works printed in an edition of less than five hundred (500) copies, a number of copies less than thirty (30) copies shall be furnished to the National Diet Library in accordance with regulations to be made by the Chief Librarian. In

cases where such works are printed in an edition of five hundred (500) copies or more, the Chief Librarian may, when he deems it necessary, request the deposit of copies more than thirty (30) and not more than fifty (50) thereof. The Chief Librarian may also request the deposit of copies less than thirty (30) thereof when he recognizes the existence of special reasons:

(1) Books;

(2) Pamphlets;

(3) Publications in series;

(4) Musical notes;

(5) Maps;

(6) Works produced by motion picture techniques;

(7) Phonographic records and works produced by machines designed to reproduce sound mechanically;

(8) Works besides those mentioned in the foregoing items, reproduced as documents or charts by printing techniques and other mechanical or chemical processes.

2 The provisions of the foregoing paragraph shall apply to the reprinting of the publications specified in the same paragraph. However, the same provisions shall not apply to cases where the contents of the reprinted publication differs neither in volume nor substance from its first or previous edition and where copies of its first or previous edition were furnished in accordance with the provisions of this Law.

IFLA

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Administrative Libraries in India

Scenario by the end of the 20th Century

by

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and
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New Delhi, INDIA

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Administrative Libraries in India - A Scenerio by the end of 20th Century

BY
O.S. Sachdeva*
and
M.K. Jain**

The role of librarians, Documentationists and Information Scientists has become difficult in the present day society where there is explosion in production of printing material and generation of information. The demand of the users, administrators, decision makers and scholars on the libraries and information centres has changed tremendously. Previously they were satisfied with a few books and articles relevant to their needs, but now they want classifed information duly scanned and processed within a shortest possible time. In this situation the librarians and information scientists have to depend on latest information technology for its dissemination especially the use of computers. Administrative Libraries are facing impact of this changed situation and staff working over there is reacting to the situation with a challenge and contemplating to introduce the latest methods of information technology.

Administrative Libraries are those whose primary purpose is to serve the nation at the Government level. They are, therefore, incorporated into subordination to the administration of a particular government department. Administrative libraries on the national level usually exist in various Ministries and Departments to serve the complex legislative and administrative needs of the Government. Major collection of these libraries are mostly official gazettees parliamentary debates, census reports, annual reports, committee commission reports, manuals, budget papers, acts, serials, monographs and other published material in the

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areas of their subjects.

The organizational set up of the Government of India consists of various Ministries which are further divided into various departments, divisions, branches and sections. Section is the smallest administrative unit which deals with the specific subject in a ministry. The libraries of the ministry or department is generally regarded as a section in the organization. With the exception of a few libraries which have been given the status of a division or a branch all other libraries are formed smallest units of the organization so much so that they are part of the section itself sometimes.

As a matter of fact the real progress of the administrative libraries in India has taken place after independence and that too after the planning era in 1950's. The growth and development of administrative libraries can be generally attributed to the expansion of the activities of the Central government. The expansion of the government of India can be judged from the number of ministries, departments, attached and subordinate offices which it has constituted after 1947. The various administrative libraries usually differ in size and scope. Today it is estimated that there are over 600 departmental libraries attached to the ministries, departments, attached and subordinate offices and as many as 2,000 professional persons are working in them. More than ½ of these libraries are situated in Delhi alone. Approximately Rs.3 million are spent annually over these libraries. If we take into account the libraries of the state governments then the total number will go a little above 6,000 libraries in the country. This number is the largest number in the world.

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Administrative Libraries, therefore, exist for the fulfilment of the aims and objectives of their parent ministries and departments. As a result there is hardly any area or discipline which has not been covered by one or the other departmental libraries. In the organizations and departments ~~their~~ where programming, planning and also the research are the important part of their activities, libraries necessarily become basic functional units which help in the collection of data for the formulation of the various schemes and plans in the socio-economic development of the country.

Services:

Administrative libraries offer various types of services which are helpful in the dissemination of information. A few of these are mentioned below:-

(a) Current Awareness Services(CAS):

Listing of most recent documents received in the library to keep the clientele informed promptly of all the nascent thoughts generated for their field of work;

(b) Selected dissemination of Services (SDI):

The SDI is that service within the organization which concerns itself with the channeling of new items of information, from whatever sources, to those points within the organization where the probability of usefulness, in connection with current work or interests is high.

(c) Retrospective Bibliographies

A listing of all kinds of books, periodicals articles by author or about a subject with annotations.

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Abstracting Service:

The abstracting service provides the clientele a birds eye view of the progress and development of his subject by bringing to him in a condensed form the latest literature on the subject.

Digest Service:

The service particularly for the management of providing current information in a subject in a digest form.

Data Compilation and Services:

The collection of data (technical, commercial techno-economic, statistical etc.) on the different subjects of interest of the organization.

Document back up service:

The service which ensures access to documents by the provision of hard copies or micro-copy.

It may be pertinent to mention that a few large libraries are bringing out a few publications regularly to keep their users abreast of latest information. Since the mailing of these publications is restricted to their officers and departments the publications are not very much known. Some of these publications brought out by these ~~departments-of-Company~~ libraries are listed below:-

Department of Company Affairs Library:

1. Brings out saleable departmental publications which are compiled and edited by the library.

Ministry of External Affairs:

1. Indexing (monthly)
2. Annotated list of additions (monthly)

Ministry of Finance Library:

1. Documentation Lists including list of additions.
2. Ad-hoc Bibliographies.

contd..5/-..

Ministry of Home Affairs Library:

1. Current list of additions (monthly)
2. Documentation List (monthly)

Ministry of Industry and Commerce Library:

1. List of additions (monthly)
2. Documentation List (monthly)

Ministry of Law Library:

1. Documentation List (monthly)
2. Summaries of Supreme Court judgements (fortnightly)

Department of Labour Library:

1. Current Awareness Bulletin.
2. Current contents.
3. Bibliographies
4. List of latest additions (Hindi and English)

National Building Organization Library:

1. NBO Abstracts (monthly)
2. NBO Digest
3. Accession List (monthly)
4. Bibliographies

Planning Commission Library:

1. Recent additions (frtnightly)
2. DOC Plan (fortnightly)
3. PCL Abstracts (quarterly)
4. Bibliographies
5. Current contents of periodicals (regularly)

Government Publications:

The administrative libraries have to provide the information out of the Government publications such as Gazettee of India, F.R., S.R., Committee Commission Reports, Lok Sabha and Rajya Sabha debates and Census reports etc. Gazettees are the most important publications which are published in four parts and which are further divided into various sections and sub-sections. Classification and cataloguing of Government publications has always been a problem of the libraries not only in India but all over the world. All the existing classification schemes are inadequate

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for the classification of government publications. Most of the libraries who have got good collection of government publications have formulated their own schemes of classification. The best way to have a control on the government publications is only through an analytical cataloguing and preparing of cross reference cards and inserting them into the catalogues.

The future thrust for the development of administrative libraries in India should be on the following aspects:-

(i) Accommodation - a Library Complex

Administrative Libraries don't have their proper accommodation. Several new buildings came up in Delhi and in other places to accommodate government offices but no special provision was made in such constructions to house libraries suitably. No Government library except Central Secretariat Library has an independent building of its own. Libraries were simply housed in new buildings without taking into consideration their special requirements and future development. Situation has now reached where these libraries are facing acute shortage of accommodation.

Since there is no scope for expanding buildings no additional accommodation could be provided to these libraries which have grown full over the years. The only solution of solving this problem is to construct a library complex in the vicinity in the present government building in New Delhi. This Library Complex should be a multistory building meant for all the libraries of the Central Government located in Delhi.

Department of Library and Information Services:

There should be an independent department in the Govt. of India dealing with the library and information

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services in the country. The department should take the work of coordinating the activities of all the aeministrative libraries. This will also function as resource centre and will look after the resource sharing and inter-library loans for the libraries.

Union Cataloguing:

There is an urgent need of having a union catalogue for all the government official documents and monographs available in the government departmental libraries.

Central Library Service:

The importance of creating library cadre was realised as early as 1952. At the initiative of the Ministry of Education and Culture earlier the Ministry of Home Affairs has accepted in principal the formation of Central Library Service. Annual Report of the Ministry of Home Affairs for 1952.53 carries the statement in this regard. It is felt that such a service will help in bringing better qualified personnel and provide them an improved promotional channel.

Seventh Five Year Plan

Under the Seventh Five Year Plan 1985-90 the Planning Commission had constituted a working group on 'Modernization of Library Services and Informatics'. Though the report has not been fully accepted yet the Planning Commission, Government of India, have made the following budget provision for the development of libraries and information Centres:-

		Provision (Rs.in lakhs)
(i)	Khuda Bakhsh Oriental Public Library, Patna	100.00
(ii)	T.M.S.S.M. Library, Thanjavur	125.00
(iii)	Tampur Raza Library, Rampur	500.00

contd..8/-..

(iv)	National Library, Calcutta	2200.00
(v)	Central Reference Library, Calcutta	70.00
(vi)	Central Library, Bombay	38.00
(vii)	Indian Council of World Affairs Library, New Delhi	50.00
(viii)	Delhi Public Library	250.00
(ix)	Raja Ram Mohan Roy Library Foundation, Calcutta	500.00
(x)	Central Secretariat, Library	80.00

It is hoped that during the beginning of the 21st Century more funds will be made available for the development of library and information services in India.

Computer Application in Libraries:

At present several organizations in India have been experimenting in the use of computers in handling information. Some of the organizations which have been involved in these activities are:-

(i) Bhabha Atomic Research Centre (BARC), Bombay;

(ii) Technical Institute of Fundamental Research (TIFR), Bombay;

(iii) National Informatics Centre (NIC), New Delhi.

(iv) Documentation Research and Training Centre (DRTC), Bangalore;

(v) Indian National Scientific Documentation Centre (INSDOC), New Delhi

(vi) Indian Institute of Technology (IIT), Madras;

(vii) Bharat Heavy Electricals Ltd., (BHEL), Hyderabad

(viii) Planning Commission Library, New Delhi

(ix) Defence Ministry of Home Affairs Library;

(x) Defence Science Information Documentation Centre (DESIDOC), New Delhi;

(xi) National Centre of Social Science Documentation Centre (NASSDC);

(xii) Indian Council of Agricultural Research (ICAR), New Delhi.

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Conclusion:

It is clear from above paragraphs that the Administrative Libraries in India have made a remarkable progress during the last three decades. It is fervantly hoped that during the 21st century the administrative libraries will have the infrastructure for the net work of their bibliographical control and thus become the part of the global net work for the universal availability of information.

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